



P.O. Box 168025
Sacramento, CA 95816

Providing information technology services to
California Health and Human Services Agency Departments

JOB OPPORTUNITY



Arnold Schwarzenegger,
Governor

PENDING APPROVAL

CLASSIFICATION: Staff Information Systems Analyst
Training and Development Assignment (T&D)
will be considered
(Permanent Full-Time)

POSITION LOCATION: Health and Human Services Data Center (HHSDC)
Telecommunications Division
Network Integration and Connectivity Services Group
Sacramento, CA 95816

Free Parking Available

SALARY: \$4,732 - \$5,754

Duties/Responsibilities:

Under general direction of the DPM I, Network Integration Group of the Network Integration and Connectivity Services (NICS) Unit, Telecommunications Division, the incumbent acts as a Remedy Support Specialist working with programmers on enhancements and providing technical support for NICS staff using Remedy; updates and maintains tables in Remedy; provides file transfer of new asset information; responsible for development, documentation and training of Remedy as used by the unit; defines requirements, implements, maintains and tests the unit's automated systems such as the Circuit Ordering System (COS); compares COS data with vendor supplied information and resolves any discrepancies; provides training on unit's automated systems and processes; acts as unit's intranet web administrator designing user friendly web pages and indexes used by staff and customer for reference on services provided and unit's procedures, and provides weekly and monthly reports for the purpose of monitoring the HHSDC WAN assets and change control using such applications as Microsoft (MS) Access and Crystal Reports.

Desirable Qualifications:

- Working knowledge of Crystal Report writing tools.
- Experience using Remedy Help Desk, Change Request or Asset Management software.
- Knowledge of project management concepts and tools; ability to shift from concepts to specifics, and ensure project objectives are met
- Ability to communicate effectively and at the appropriate level, verbally and in writing, to accurately gather and share information, convey status, identify and document issues in a variety of circumstances.
- Experience using MS PowerPoint.
- Experience making presentations to customers, managers and/or other staff



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- Knowledge of relational database using SQL.
- Knowledge of web design and tools.
- Knowledge of team building, meeting management, and consensus decision methods to promote effective team interaction and productive meetings.

WHO MAY APPLY

- State employees who are at or who have lateral transfer eligibility to the Staff ISA classification (Please list your eligibility in box 12 on your application).
- Persons who have list eligibility to the Staff ISA classification. (Please indicate your list eligibility in box 12 on your application.)
- SROA/Surplus candidates are encouraged to apply. (Please indicate that you are an SROA/Surplus candidate in box 12 on your application.)
- T&D Assignment will be considered. (Please indicate if you are interested in a T&D Assignment in box 12 on your application.)

Inquiries regarding this position may be directed to Marilyn Stratton (916) 739-7602.

How to Apply:

Submit a State of California application STD 678.

Please reference RPA #05-160 on your application.

If the RPA # Telecom 05-160 is not on your application, it will be considered incomplete and will not be accepted. Faxed and emailed applications will not be accepted.

Final Filing Date: Until Filled

Submit applications/resumes to:

**Health and Human Services Data Center
Human Resources Branch
Attn: RPA - Telecom #05-160
P.O. Box 168025
Sacramento, CA 95816**

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.